

## **2009 Lynchburg Police Department Online Citizen Survey**

**Respondents: 114**

**Under what circumstance have you had contact with the LPD in the past 12 months?**

Other	26	15%
Neighborhood Watch	24	14%
Contact with 9-1-1	23	14%
Traffic Stop	23	14%
Victim of Crime	17	10%
No contact	12	
Traffic Accident	10	
Neighborhood Services	8	
Witness to a Crime	7	
DARE	6	
Foot Patrol	5	
Citizens Police Academy	5	
Bike Patrol	2	
<b>Total</b>	<b>168</b>	

**Please rate the level of competence of police officers and civilian employees with whom you have had contact**

Very High	34	31%
High	26	24%
Average	26	24%
Low	4	
Very Low	16	15%
No Opinion	4	
<b>Total</b>	<b>110</b>	

**Please rate the level of helpfulness of police officers and civilian employees with whom you have had contact**

Very High	32	29%
High	27	25%
Average	18	16%
Low	4	
Very Low	23	21%
No Opinion	6	
<b>Total</b>	<b>110</b>	

**Please rate the level of courtesy of police officers and civilian employees with whom you have had contact**

Very High	41	38%
High	22	21%
Average	16	15%
Low	9	
Very Low	15	14%
No Opinion	4	
<b>Total</b>	<b>107</b>	

**Please rate the overall attitude of police officers and civilian employees with whom you have had contact**

Very High	38	35%
High	24	22%
Average	15	14%
Low	10	9%
Very Low	18	17%
No Opinion	4	
<b>Total</b>	<b>109</b>	

**Please rate the neatness and appearance of police officers and civilian employees with whom you have had contact**

Very High	46	42%
High	31	28%
Average	18	17%
Low	2	
Very Low	5	
No Opinion	7	
<b>Total</b>	<b>109</b>	

**If City of Lynchburg Police assisted you in the last twelve months, please rate your satisfaction with the service provided**

High	45	43%
Average	15	14%
Low	23	22%
No Opinion	21	20%
<b>Total</b>	<b>104</b>	

**If City of Lynchburg Police assisted you in the last twelve months, please rate your satisfaction with the officer responding**

High	46	44%
Average	11	11%
Low	10	10%
No Opinion	37	36%
<b>Total</b>	<b>104</b>	

If City of Lynchburg Police assisted you in the last twelve months, please rate your satisfaction with the dispatcher on the telephone

High	46	44%
Average	12	11%
Low	20	19%
No Opinion	27	26%
<b>Total</b>	<b>105</b>	

If you or anyone you know was the victim of a crime within the past twelve months, was it reported to the Lynchburg Police Department?

Yes	46	43%
No	9	8%
Not Applicable	51	48%
<b>Total</b>	<b>106</b>	

If you visited or called the Lynchburg Police Department within the past twelve months, how would you rate the overall competency of the staff?

Very High	26	26%
High	14	14%
Average	17	17%
Low	8	
Very Low	8	
No Opinion	28	28%
<b>Total</b>	<b>101</b>	

How would you rate the overall quality of service you received from the Lynchburg Police Department?

Very High	28	27%
High	22	21%
Average	11	10%
Low	16	15%
Very Low	11	10%
No Opinion	18	17%
<b>Total</b>	<b>106</b>	

How do you feel about the safety and security of the City of Lynchburg?

Very Safe	22	20%
Safe	31	28%
Fairly Safe	36	32%
Not as Safe	20	18%
No Opinion	2	
<b>Total</b>	<b>111</b>	

Do you feel your neighborhood is more safe, about as safe, or less safe than other neighborhoods in Lynchburg?

More Safe	28	25%
About as Safe	54	49%
Less Safe	23	21%
No Opinion	6	5%
<b>Total</b>	<b>111</b>	

How often do you see City of Lynchburg Police officers in your neighborhood?

Generally Not Seen	49	45%
1-3 Times per Week	33	31%
4-10 Times per Week	17	16%
More than 10 times per week	9	8%
<b>Total</b>	<b>108</b>	